



# COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



**JERRY E. POWERS**  
Chief Probation Officer

July 28, 2014

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM:  Jerry E. Powers  
Chief Probation Officer 

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC**  
**ADULT ELECTRONIC MONITORING PROGRAM**  
**(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the current 30-day review. The current status of the program is summarized below.

## **PARTICIPANT COMPLAINTS**

During the week of July 7, 2014, Pretrial Services Division completed a random compliance check of 29 (30%) of the 96 active cases. Of these, 22 (76%) were successfully contacted. All participants contacted did not report any complaints.

## **PHONE CONTACT**

From the group of 29 active participants, we also determined that 24 (83%) participants were in compliance with their schedule and 5 (17%) were not in compliance (unable to reach at home). Of the non-compliant, 3 (10%) were at home based on their activity reports but did not answer their phones and 2 (7%) were not at home.

### **ABSCOND REPORT**

On July 15, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for June 11, 2014 to July 10, 2014. The report contained nine names. All 9 (100%) were appropriately reported by Sentinel.

### **NON-COMPLIANCE REPORT**

On July 15, 2014, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for June 11, 2014 to July 10, 2014 to determine whether Sentinel had notified Probation of the compliance problem within the required timeframe. The report contained 27 cases. Of these, there were 25 (93%) where Sentinel was in compliance with the reporting requirements and 2 (7%) were slightly late on the reporting requirement. The contract requires that Sentinel notify Probation by 5:00 P.M. one business day following the incident. Of the two non-compliant cases, Probation was notified one day late on one and two days late on the other.

### **PARTICIPANT COUNT DISCREPANCY**

During this review, we determined that one participant was being counted twice on the active list report. Sentinel has corrected this error upon notification.

### **MEETING WITH SENTINEL**

On July 9, 2014, we met with Sentinel to discuss the results of our June 2014 review. Sentinel informed us that they continue to make progressive efforts on correcting case management documentation. During the meeting, Sentinel also advised us that the majority of the participant fee issues would be resolved in two weeks.

### **PARTICIPANT FEE ISSUES**

Since the last report to the Board in June, the cause of discrepancies in fees has been identified. There are two versions of the sliding scale. One was approved by the Board of Supervisors in 2005. The other version was submitted by Sentinel as part of their proposal in 2013. However, the 2005 version of the sliding scale is the one that was approved by the Board of Supervisors on November 19, 2013. This confusion accounts for the multiple instances of fees that do not correspond to the approved 2005 sliding scale.

The above confusion resulted in some participants being overcharged while other participants were actually under-charged. Some of the fees for services on the 2013 sliding scale are actually lower than charges for equivalent services on the 2005 scale. Sentinel has agreed to re-credit on all active cases and refund (with checks) on all closed cases. Sentinel has also agreed that participants who underpaid will not be

charged for what would be owed based upon the 2005 sliding scale. The scales are similar and the majority of participants' fees do not need to be adjusted.

On July 21, 2014, Sentinel provided us two reports containing 119 names which cover all currently active participants. This Sentinel report identifies both cases of overpayment and under-payment with amounts in both cases. Of these 119 cases, 16 participants needed reimbursement. This has been done. It has been verified by Probation based upon electronic records and/or photocopies of checks issued by Sentinel. Participants are being asked to sign receipts for these refunds and Probation will follow up with further verification when these receipts are available.

Fee adjustments are being made sequentially. Currently active cases are being done first, followed by inactive cases (cases where the participant completed the program in a prior month). Cases for all of the preceding months are being addressed during the next 30 days. The fee discrepancies based upon different sliding scales (2005 versus 2013) impact a period of seven months, December, 2013 through June, 2014. All cases that are currently active (as of July 1, 2014) have been assessed and the refunds have been completed. Five of the seven preceding months have been assessed and refunds will begin during the next 30 days. Cases where fees were set during the two months, December, 2013 and February, 2014, are yet to be assessed for discrepancies. These two months will be assessed within the next 30 days and refund checks will be issued or re-credits will be applied within the next 30 days as well.

We are continuing to work with Sentinel to resolve recurring issues.

Please contact me if you have any questions or need additional information, or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: William T Fujioka, Chief Executive Officer  
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